

## Customs Value Bridging Loan

### 1. ABOUT THIS DOCUMENT

This Target Market Determination (TMD) is a publicly available document required under section 994B of the Corporations Act 2001 (Cth). It seeks to provide consumers, distributors and staff with an understanding of the class of consumers and therefore the target market for which this product has been designed, having regard to the objectives, financial situation and needs of the target market.

This document is not to be treated as a full summary of the product's terms and conditions and is not intended to provide financial advice. Members must still refer to our Financial Services Guide (FSG) and any supplementary documents which outline the relevant terms and conditions relating to the product when making a decision about this product.

Please see the [Terms & Conditions](#) and [Financial Services Guide \(FSG\)](#) to which this Target Market Determination applies.

Date from which this Target Market Determination is effective: 4 February 2026

### 2. CLASS OF CONSUMERS THAT FALL WITHIN THIS TARGET MARKET

The information below summarises the overall class of consumers that fall within the target market for our product, based on the product key attributes and the objectives, financial situation and needs of our members that it has been designed to meet.

This product has been designed for consumers whose likely objectives, financial situation and needs (as listed below) are aligned with the product (including the key attributes).

- This product is suitable for borrowers who are aiming to purchase as an owner occupier and require a short-term finance option between the sale of their old house and the purchase of their new one. It is suitable for those looking to make nil repayments during the bridging term, and require a mortgage loan to fulfil the desired outcome.

#### Product description and key attributes

The key eligibility requirements are:

- Current or Retired employees of Border Protection, Immigration, National Security or related areas within the Department of Home Affairs
- An existing, or new member of the Bank
- 18 years of age or over
- Be living in Australia as:
  - an Australian citizen, permanent resident, or specified temporary Australian resident;
  - New Zealand citizen; or
  - overseas citizen co-borrowing with an Australian citizen or permanent resident; or
  - be living and working overseas as an Australian citizen
- Must meet the Bank's credit criteria.

The key product attributes are:

- Available for purchase as an owner occupier only
- Maximum loan term is 12 months
- Suppressed interest until the end of the loan term
- Variable Rate
- No monthly account keeping fee
- No annual fee
- No redraw facility
- Available for construction purposes
- Interest Only repayments.

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This product offers suppressed repayments through the bridging term, noting that interest will continue to be charged throughout and be due at the conclusion of the bridging term. Fixed rates are not available during this bridging term.

### Objectives, financial situation, and needs

This product has been designed for individuals who:

- Are looking to increase cash flow and minimise outgoings through bridging period
- Are seeking to purchase, upgrade or downsize their property as part of changing personal or financial circumstances
- Are looking to purchase a new property before selling their existing one
- Have a deposit over 20% either via equity from existing property or funds
- Require short-term finance to manage the timing difference between sale and purchase
- Utilise current property(ies) equity to reduce overall loan balance at end of bridging term, once property has sold
- Wish to use a loan structure that provides flexibility and interest-only repayments to support their cash-flow needs during the bridging period
- Are likely to have equity and/or capital growth in their existing property, but are low on cash flow.

### Consistency between target market and the product

This product is likely to be consistent with the likely objectives, financial situation and needs of the class of customers in the target market. This is based on an analysis of the key terms, features and attributes of the product and a finding that these are consistent with the identified class of customers.

This product enables Owner Occupiers to take advantage of the flexibility of the product to buy/build a home and require short term finance.

### Excluded class of consumers

This product has not been designed for individuals who:

- Are not members of Border Bank
- Do not meet the Bank's Credit criteria
- Are seeking a home loan for investment purposes.

## 3. HOW THIS PRODUCT IS TO BE DISTRIBUTED

### Distribution conditions

This product can only be distributed and/or in accordance with the relevant product terms and conditions as outlined in the Terms and Conditions and other relevant material (as amended from time to time). This product is designed to be distributed through:

- Online through the Bank's Website
- In-store retail branch network
- Relationship Banking Team.

This product should only be distributed under the following circumstances:

- An existing, or becoming a member of Border Bank
- Be 18 years of age or over and meet the Bank's Credit criteria
- Access the product through the appropriate distribution channels.

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### Adequacy of distribution conditions and restrictions

The Bank's application process has been tailored to identify the Target Market described in this TMD as part of the eligibility criteria for the product covered by this TMD, and the use of the Bank's application process would make it more likely that a product covered by this TMD will be acquired by persons in the Target Market.

## 4. REVIEWING THIS TARGET MARKET DETERMINATION

We will review this Target Market Determination in accordance with the below:

<b>Periodic reviews</b>	At least every 12 months from the effective date.
<b>Review triggers or events</b>	<p>Any event or circumstances arise that would suggest the TMD is no longer appropriate. This may include (but is not limited to):</p> <ul style="list-style-type: none"><li>• If we make a material change to the design or distribution of the product, including related documentation;</li><li>• If significant inconsistencies occur while dealing in the product;</li><li>• If any other event occurs indicating that this TMD may no longer be appropriate;</li><li>• An alteration in the eligibility criteria, lending criteria or application process;</li><li>• Identified systemic issues in the product or across the product lifecycle;</li><li>• Relevant material external events such as relevant litigation, adverse media coverage or regulatory attention;</li><li>• Relevant feedback, information or notification received from distributor, regulators such as ASIC or APRA or other interested parties;</li><li>• Significant changes in metrics. These include sales, portfolio changes, risk tolerance, loss ratios and complaints; and</li><li>• Any significant dealings that are inconsistent with the TMD</li></ul>

Where a review trigger has occurred, this Target Market Determination will be reviewed within 10 business days.

## 5. REPORTING AND MONITORING THIS TARGET MARKET DETERMINATION

We may collect the following information from our distributors in relation to this TMD.

<b>Complaints</b>	The Bank will report all complaints in relation to the product covered by this TMD on a quarterly basis. This will include but not limited to the number and nature of complaints received regarding the product's design, key attributes and distribution.
<b>Significant dealings</b>	<p>The nature and the circumstances of the significant dealing (including why the dealings occurred outside the Target Market), the date range of when the significant dealing occurred, the number of consumers to whom the report relates and whether consumer harm or detriment has or likely occurred as a result of the significant dealing.</p> <p>The Bank will report if they become aware of a significant dealing in relation to this TMD within 10 business days.</p>
<b>Sale and Transaction Data</b>	We may collect from our distributors e.g. transaction data, outcomes from sale practices like promotions and monitoring on a monthly basis. Member data relevant to sale.